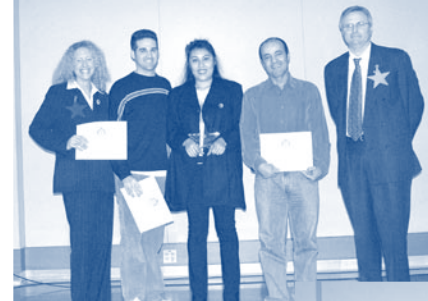


Development Services Department Customer Service Awards

The Development Services Department kicked off the year with an event to honor some of the many Customer Service stars who assist customers each day.



The Patience Award – for having the utmost patience with customers and co-workers.

Honorable Mention: Evelyn Vaughan, Darcell Carter, and Cora Roxas
Third Place: Connie Diaz and Rick Ellrott
Second Place: Sandra Teasley
First Place: Natasha Colona

Fiasco Recovery Award – for the person who can take lemons and turn them into lemonade.

Honorable Mention: Brian Bishop, John Moth, and Gary Halbert
Third Place: Bob Giaccaglia
Second Place: Denise Jenkins
First Place: Rosa Garcia

Don't Shoot the Messenger Award – for the staff member who delivers bad news kindly, with explanation, and offers solutions.

Honorable Mention: Tamara Hildebrandt and Bob Giaccaglia
Third Place: Martin Montessoro
Second Place: Shaneisha Burton
First Place: Ginger Wall and Darcell Carter

Always Cheerful Award – given for those who keep us smiling.

Honorable Mention: Chandra Jones and Yoshie Howser
Third Place: Renee La Tour
Second Place: Pearl Adams
First Place: Raquel Herrera

Rhino Hide Award – given to the person who is on the front lines of customer service, maintaining composure under pressure – thick-skinned

Honorable Mention: Dana Turner, Chiquita Williams, and Marcela Escobar-Eck
Third Place: John Sylvester
Second Place: Davida McDaniel
First Place: Curtis Brown and Wade Smith

Marathon Award – for the staff member who goes the extra mile

Honorable Mention: Emma Cortez, Bill Teachworth, Nancy Martinez, Bryan Hudson, Rosa Garcia, Georgia Sparkman
Third Place: Jama Vega
Second Place: Sandra Huff
First Place: Timberlin Robinson

Team Player Award – the person you can count on, always does what's best for the whole group.

Honorable Mention: Jim Lett and Maribel Martinez
Third Place: Pete Fischer, Ros Fowler, Morris Dye
Second Place: Rick Ellrott
First Place: Cindy Delino

MacGyver Award – based on the hit 1980s TV adventure show in which the hero, Angus MacGyver, used science and his wits to solve most any problem with duct tape and paper clips.

Honorable Mention: Jim Myers and Patrick Hooper
Third Place: Ed Childs
Second Place: Martin Montessoro and Gary Britton
First Place: Larry Lewis

The Wizard Award – for the staff member who performs magic

Honorable Mention: Jim Lett and Marcela Escobar-Eck
Third Place: Juan Alvarez and Donna D'Orsi
Second Place: Marques Laurence
First Place: Lynda Pfeifer

Innovator Award – for the person who brings new ideas and tries new things

Honorable Mention: Isam Hasenin, Cynthia Queen, and Gary Geiler
Third Place: Leslie Goossens
Second Place: Larry Baker
First Place: Nadia Rodriguez-Williams

Rookie of the Year

Honorable Mention: Rick Rhoads, Gary Halbert, Cory Wilkinson, Bill Holt, Rosa Moore, Carlos Hernandez, Ryan Huxley, Robert Gray
Third Place: Brenda Sylvester (TIE), Lanny Rumalean, Polonia Majas
Second Place: Dolores Gonzales, Sandra Tarbor

First Place: Ryan Hay

MVP Award – for our most valuable player

Honorable Mention: Rick Rhoads, Gary Halbert, Sherrie Hatchet, Pearl Adams, Mohammad Sammak, and Stacey Harris

Third Place: Jama Vega

Second Place: Rosa Garcia

Third Place: Elif Cetin

Passionate about Customer Service Award

Honorable Mention: Rick Rhoads, Stacey Harris, John Anderson, and Cynthia Queen

Third Place: Jama Vega

Second Place: David Field

First Place: Justy Kozachenko

Write-in candidates

Honorable Mention: "CEQA Queen" - Eileen Lower
Third Place: "Take No Whine Before Its Time" - John Moth
Second Place: "Unsung Heroes" - Yoshie Howser and Donna Trask
First Place: "Always Helpful" - George Sparkman

Photos by: Lynda Pfeifer